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THE SERVICES WE OFFER

*ISD*  
Information Services Division

November 1996

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Published by:

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NOVEMBER 1996

***INFORMATION SERVICES Division***

# **ISD SERVICES Guide**

**NOVEMBER 1996**



## ***ISD's Mission...***

The Information Services Division's mission is twofold:

### **Provide Services:**

...to assist State agencies in accomplishing their functions through the cost effective use of information systems technologies including data processing, telecommunications, office automation and application systems design and development.

### **Establish Policies and Strategic Direction:**

...in order to properly posture State government for the appropriate use of changing information services technologies in the future.

## ***Please Remember...***

Individual ISD staff telephone numbers are listed alphabetically in the back of the *Montana State Government Telephone Directory*. Additional ISD telephone numbers can be found near the front of the *Montana State Government Telephone Directory* along with the other Department of Administration telephone numbers. For numbers not found, or if you have questions, call the State Government Operator (444-2511).

## ***Comments and Suggestions...***

Help us to make the *ISD Services Guide* even better! Please submit any comments or suggestions to ISD Customer Relations (444-2700) via phone, mail, fax, or electronic mail.

## ***Published By...***

The *ISD Services Guide* is published by the Information Services Division (ISD) and provides an overview of its mission, how to reach ISD, its services, its organizational structure, its rates, Enterprise software products, and Enterprise user groups. Materials may be reproduced without permission. Alternative accessible formats of this document will be provided upon request.

Additional copies of the *ISD Services Guide* are available upon request by contacting ISD (444-2700).

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# How To Reach Us

## PRIMARY Telephone CONTACTS

Use the *Quick Service Index* on page 7 to locate the service and phone number you are looking for. If you cannot find the service you need, you may call the following numbers for assistance:

Administrator and General Information .....	444-2700
ISD Customer Support Center .....	444-2000
State Government Operator .....	444-2511
Telephone Repair (WilTel) .....	444-4455

## Mailing Address

Department of Administration  
Information Services Division  
125 N Roberts Street  
Mitchell Building Room 229  
PO Box 200113  
Helena, MT 59620-0113

## Fax

Mitchell Building Room 229 .....	444-2701
for the Policy, Development, & Customer Relations and Systems Support Bureaus	
Mitchell Building Room 22 .....	444-5545
for the Telecommunications Operations Bureau	
Mitchell Building COB Reception .....	444-9662
for the Computing Operations Bureau	

## HOURS of OPERATION

Office Hours: 8:00 am to 5:00 pm  
Data Center: 24 Hour Operation, 365 days per year  
ISD Customer Support Center: 7:30 am to 5:00 pm

## Voice Mail

Most ISD staff have voice mail. If they are out or on another call, you will be given the opportunity to leave a recorded message.

Individual ISD  
STAFF TELEPHONE  
NUMBERS ARE  
LISTED  
ALPHABETICALLY IN  
THE BACK OF THE  
MONTANA STATE  
GOVERNMENT  
TELEPHONE  
DIRECTORY.  
Additional ISD  
TELEPHONE  
NUMBERS CAN BE  
FOUND NEAR THE  
FRONT ALONG WITH  
THE OTHER  
DEPARTMENT OF  
ADMINISTRATION  
NUMBERS.

## ***Electronic Mail***

Most ISD staff use ZIP!Office. E-mail allows you to send a message from your computer to someone else's. It's an easy way to get in touch with staff in ISD.

## ***Tours***

Tour arrangements may be made by contacting Customer Relations (444-2700) in advance.

## ***For More Information...***

For more information, please contact ISD (444-2700) via phone, mail, fax, or electronic mail.



# Quick Service Index

## **ADMINISTRATIVE/FINANCIAL/TRAINING 444-2700**

9-1-1; Applications Development; Billing (Applications Development, Data Network, Mainframe Cycles, Telephone, Video Conferencing); Contract Management; Database Management; Disaster Recovery; Emerging Technologies; Information Technology Acquisition Review; Local Area Network (LAN) Contracted Services; Mid-tier Access & Production Services; *ISD News & Views*; Public Safety Radio; Reference Library; Strategic Planning & Direction; SummitNet General Information; Training

## **DATA NETWORK . . . . . 444-2000**

Bulletin Board System (BBS); ISD Customer Support Center; Data Network Adds, Moves, Changes; Electronic Mail; Internet; Local Area Network (LAN) Assistance/Advice; Mainframe Network Support; Network Design; Network Problems; PC Software & Hardware; Color Printing; Problem Reporting; Public Access; PC & Network Security; SummitNet Access; Value Added Server; Virus Software/Problems

## **MAINFRAME SERVICES . . . . . 444-2860**

Data Entry; LAN Tape Backup Off-site Storage; Access; DASD Management; Job Scheduling; Software Support; Tape Library; Microfiche Output (COM); Pressure Sealer & Laser Printer; Mainframe Printing; Mainframe Processing Standards; Production Control; Report Distribution System; Mainframe Security (ACF2); User IDs; VPS, RJE, & NJE Connections

## **STATE GOVERNMENT OPERATOR . . . 444-2511**

Conference Call Information & Scheduling; *Montana State Government Telephone Directories*; Telephone Directory Assistance

## **TELEPHONE/VOICE**

Note: All the following Telephone Service Requests (TSRs) need to be coordinated through your Agency Telephone Coordinator:  
Automatic Call Distribution (ACD)/Menu Applications; Cellular;

Interactive Voice Response (IVR); Telephone Adds, Moves,  
Changes; Telephone Calling Cards; Telephone/Voice Network;  
Telephone Repair; Voice Mail

***Video . . . . . 444-6788***

METNET Interactive Video; Video Conferencing; Video  
Scheduling

# SERVICES

The Information Services Division (ISD) provides a wide variety of services to its customers. The following descriptions are provided to give you an overview of our services. Bureau and unit names have been abbreviated as shown below. If you would like more information about a particular service, call us.

- Computing Operations Bureau (COB)
- Policy, Development, & Customer Relations Bureau (PDCR)
- Systems Support Bureau (SSB)
- Telecommunications Operations Bureau (TOB)
- Financial Services Unit (FSU)

You will also find a *Quick Service Index* on page 7 that will serve as a quick guide to help you locate the services you need.

## 9-1-1 PROGRAM

ISD is responsible for implementing 9-1-1 emergency telephone service statewide, monitoring expenditures of 9-1-1 funds, reviewing 9-1-1 system operations for statutory compliance, and administering the 25¢ fee collected by the telephone companies.

**BUREAU**  
PDCR

**SECTION**  
Statewide 9-1-1  
Program

**PHONE**  
444-2700

## APPLICATIONS DEVELOPMENT & MAINTENANCE

The Division offers a wide range of systems development services. From analysis of your systems requirements and feasibility studies to programming services, we can take your system from an idea to an operational information system that increases the efficiency and effectiveness of your organization. We provide programming services in several database and programming languages. New systems are developed using the new State standard—Oracle; older systems using IDMS are maintained. We cover a range of platforms from mainframes to PCs and can integrate current and new systems to give you a complete solution to your information systems needs.

**BUREAU**  
SSB

**SECTION**  
Applications  
Development

**PHONE**  
444-2700

## AUTOMATIC CALL DISTRIBUTION (ACD) & MENU APPLICATIONS

ISD will provide services for automatic call distribution and customized voice menu applications for agencies. Menu

**BUREAU**  
TOB

**SECTION**  
Voice Operations

**PHONE**  
Agency Telephone  
Coordinator

applications help route incoming calls to the appropriate number by having the caller enter appropriate numbers on their touch-tone phone after listening to a menu message.

## ***Bulletin Board System (BBS)***

The State Electronic Bulletin Board System (BBS) resides in ISD. Here is just a sampling of the type of information you can access: statewide road and weather reports, monthly Legislative interim activities and calendar, selected agency public information and bulletins, messaging, Supreme Court decisions, press releases, agricultural information, drought monitoring information, and information required by Section 2-17-332, MCA.

**BUREAU**  
SSB

**SECTION**  
End User  
Systems Support

**PHONE**  
444-2000

## ***Cellular Telephones***

ISD negotiated a cellular phone service term contract for the benefit and use of all State agencies. It provides coverage of at least 100dBm (3 Watt) signal strength on 4,600 interstate and primary highway miles in Montana. Month-to-month, one year, and three year contracts are available.

**BUREAU**  
TOB

**SECTION**  
Voice Operations

**PHONE**  
Agency Telephone  
Coordinator

## ***Contract Management***

ISD maintains many term contracts with various vendors pertaining to PC hardware, Novell NetWare, and Oracle, among others. These term contracts are negotiated with the vendors and maintained to provide a low cost source for agencies to purchase these items.

**BUREAU**  
PDCR

**SECTION**  
Computing Policy  
& Development

**PHONE**  
444-2700

## ***Conference Call Information & Scheduling***

There are five ways to make conference calls.

- Single-line phones can be used to set up a three-party conference call.
- Electronic phones (multi-line) can be used to set up a six-party conference.
- Purchase a speaker phone attachment for your electronic (SL-1) telephone allowing people in your office to hear the conversation. You can make one call or conference in up to five additional calls on the phone. Your Agency Telephone Coordinator will assist with this.
- For larger rooms and more people participating, borrow the Conference 2000 system from ISD to be used in your office or a conference room on the Capitol Complex.

**BUREAU**  
TOB

**SECTION**  
Operator Services

**PHONE**  
444-2511

- Have the State Government Operator set up a conference call using the ConferTech Teleconferencing Bridge. This can be operated in three ways: have all participants call in at a predesignated time and have the operator connect them to the conference; have incoming calls answered and conferenced automatically; or have the operator dial all conferees and connect them. Conference calls using the bridge should be scheduled at least one day in advance. There is a fee for State Government Operator assisted conference calls.

## ***CUSTOMER SUPPORT CENTER***

The ISD Customer Support Center provides a central point of contact for ISD customers to report all processing, data communications, maintenance, and Information Technology related problems. The primary function of the Customer Support Center is to receive telephone calls for assistance from customers. Phone calls are entered into an online problem tracking system to help with first level problem determination and resolution and to track the status of problems. For those issues that can't be immediately resolved, Customer Support Center staff assign a priority to the problem and transfer responsibility to the appropriate section in ISD. The problem is tracked until final resolution is reached.

**BUREAU**  
TOB

**SECTION**  
ISD Customer  
Support Center

**PHONE**  
444-2000

## ***DATA ENTRY SERVICES***

ISD contracts with a private company for the provision of data entry services. These services include the keying and verification of raw data from documents and capturing it in electronic format.

**BUREAU**  
COB

**SECTION**  
Security, Methods, &  
Media Management

**PHONE**  
444-2860

## ***DATA NETWORK Adds, MOVES, CHANGES***

Agency requests for data network adds, moves or changes are coordinated through ISD's Customer Support Center. Requests must be prepared by Agency Network Managers and submitted in writing to the ISD Customer Support Center at least eight weeks prior to the date needed. Each request needs to contain the following information:

- scope of service being requested
- date service is needed
- complete name and address of site requiring service
- requester's name and phone number
- name and phone number of contact person at site if different from the requester

**BUREAU**  
TOB

**SECTION**  
ISD Customer  
Support Center

**PHONE**  
444-2000

## ***DATABASE MANAGEMENT***

ISD offers Oracle and IDMS database management software and support. Oracle is a relational database management system which will run on a wide variety of platforms such as microcomputers, minicomputers and large mainframe computers. Applications developed on one platform can be ported to other platforms. Oracle also offers the user the ability to run an application on one platform while the database resides on a separate platform. IDMS is a network database management system which provides fast access to information within large volumes of data. Specific key records and associated data can be quickly located and retrieved within a very large database. The system is highly modifiable and technically complex. IDMS interfaces with many other software products including TSO, CICS, VTAM, and COBOL.

**BUREAU**  
SSB  
**SECTION**  
Systems  
Development  
Support  
**PHONE**  
444-2700

## ***DISASTER RECOVERY PLANNING & TESTING***

ISD's disaster recovery program has been implemented to help facilitate continuity of State business functions in the event of an emergency or disaster. The initial focus of the program has been the recovery from disasters that result in the loss of processing capability at ISD's mainframe data center and/or one or more remote agency processing platforms (i.e. the AS/400 machines of the Department of Commerce, Department of Justice, or Department of Revenue). The scope of ISD's disaster recovery program will be expanded in the near future to include mid-tier platforms.

**BUREAU**  
COB/PDCR  
**PHONE**  
444-2700

The current recovery program procedures are designed in such a way as to facilitate the recovery of ISD data center and AS/400 platform functions at the alternate hot-site facility. ISD's disaster recovery program provides for the transfer of data center application system processing to the hot site within 48 hours of a disaster declaration. ISD is responsible for restoring: 1) its mainframe operating system environment, including application software and data, at the hot-site recovery center; and 2) telecommunications access to the hot-site recovery center. In addition, ISD is responsible for coordinating semi-annual disaster recovery drills to test the State's readiness to respond to disasters.

Agencies are responsible for recovering their AS/400 platforms and business applications from the point of the last system backup forward to the point of the disaster. Agencies are also responsible

for providing the necessary recovery infrastructure to assure the continuity of their business functions. These business continuity responsibilities include recovering physical work environments and the agency application systems and data that are resident on PCs, servers, and other agency-supported processing platforms (CAD, GIS, IBM 4381, etc.)

The major goal of ISD's recovery program is to enable ISD and its customers to execute a timely recovery of business applications and end-user access to these applications.

### ***Electronic Mail & Calendaring***

One of the key elements of the Enterprise is electronic mail and calendaring. ISD provides electronic mail and calendaring in the form of ZIP!Mail/ZIP!Office on LANs and EMC<sup>2</sup> TAO on the mainframe. Electronic mail helps you communicate with people in your organization, in other organizations around the State, and with Internet users with just the touch of a few computer keys. You can send notes or complex documents to a person or a group of people, maintain a calendar, look at the calendars of co-workers, set up meetings with groups, and ask the computer to remind you of appointments. The software, hardware, installation, and training is covered under the monthly data communications fee.

**BUREAU**  
SSB  
**SECTION**  
End User  
Systems Support  
**PHONE**  
444-2000

### ***Geographic Information System (GIS)***

A recent addition to ISD, the GIS Services Section has been initially tasked with managing the multi-agency effort to provide land records modernization through a state-wide parcel mapping program. Advice and assistance on parcel-based GIS applications, as well as general GIS implementation, are now available. ISD is committed to broadening GIS services and filling the gap for non-natural resource related GIS applications.

**BUREAU**  
PDCR  
**SECTION**  
GIS Services  
**PHONE**  
444-2700

### ***Information Technology Acquisition Review***

ISD provides direction and assistance to agencies in the preparation of Request For Proposals (RFP), Invitation For Bids (IFB), Request For Information (RFI), and other acquisition documents, as well as developing and managing the evaluation process. By statute, it is ISD's responsibility to review and approve all agency technical specifications and procurement methods for data processing and telecommunications hardware,

**BUREAU**  
PDCR  
**SECTION**  
Computing Policy  
& Development  
**PHONE**  
444-2700

software, and services to ensure compliance with the statewide Information Technology plan.

### ***INTERACTIVE VOICE RESPONSE (IVR)***

ISD provides Interactive Voice Response (IVR) capabilities to agencies who would like to provide IVR to their customers. ISD will set up a number with IVR so that a caller, using a touch-tone phone, can respond to a series of questions requesting information. Following the instructions given, the caller keys in answers to the recorded questions. The caller's information is used by the System to provide response information, which is translated as speech back to the caller.

**BUREAU**  
TOB

**SECTION**  
Voice Operations

**PHONE**  
Agency Telephone  
Coordinator

### ***INTERNET***

SummitNet, the State and University Data Network, is connected to the Internet, giving you worldwide access. ISD provides support and services for a variety of Internet technologies including web servers and browsers, FTP, and Telnet. This is a new and quickly changing area of technology—contact ISD for the status of specific Internet services and support.

**BUREAU**  
SSB, TOB

**PHONE**  
444-2000

### ***LAN TAPE BACKUP Off-site STORAGE***

ISD stores disaster recovery LAN backup tapes (or other media) at its off-site vault. To register for this service, the user completes an *Offsite LAN Disaster Backup Database Form* and is supplied with cases for storage of the backup media and labels for those cases. As desired, the backup media is placed in a case(s), and a label is filled out and affixed to each case. This label contains the identity of the agency, contact person, phone number, date the case is checked in at ISD, date the case is to be returned, and the agency's ISD box number. The case is then checked in at ISD for transportation to the off-site vault. Cases are returned from the vault in accordance with the specified date on the label. Returned cases are placed in the appropriate ISD output boxes to be retrieved by the users. A user may request to have a case returned before its specified return date. The case is returned within 24 hours of such a request.

**BUREAU**  
COB

**SECTION**  
Security, Methods, &  
Media Management

**PHONE**  
444-2860



## **Local Area Network (LAN)**

It can be a long road from thinking about a Local Area Network (LAN) for your agency to getting your network up and running. ISD can help guide you with a variety of services. Our Master License Agreement with Novell provides you with NetWare as part of the monthly data communications fee. ISD can assist and advise you with configurations, installation, LAN administration, training, wiring, and ongoing support.

Or you can contract with ISD for complete LAN Support Services and we will do it all for you.

## **Mainframe Access**

To obtain a User ID for the mainframe, contact your Agency Security Officer, who will need to complete and approve an *Access Authorization Request*. This form is available in both hardcopy and electronic format, and includes all of the security options available on the mainframe—CICS, TSO, etc. Once the form is completed, with the appropriate security options checked, it needs to be sent to the ISD ACF2 Security Officer, who will arrange the ID with the proper security assigned.

## **Mainframe Direct Access Storage Devices (DASD) Management**

ISD provides services in the management of disk datasets such as dataset restores from ISD backups, information about the Disk Authorization System, disk allocation, billing, capacity and compression. Disk datasets are grouped by "pools" with rules governing the use of each pool. A *User's Guide* and various reports about disk datasets are available upon request.

## **Mainframe Job Scheduling**

ISD provides mainframe job scheduling services for those jobs or applications which have specific or extraordinary processing requirements. This service provides the availability to have job streams executed in a specific sequence, have jobs run at specific times, allow users to be on-call for failed jobs, etc. This process is currently mostly manual; however, ISD's newly installed scheduling system will change that. ISD provides training and continued support for the use of this job scheduling system.

### **FOR ASSISTANCE/ADVICE:**

**BUREAU**  
TOB  
**SECTION**  
Data Network  
Operations  
**PHONE**  
444-2000

### **FOR CONTRACTED SERVICES:**

**BUREAU**  
SSB  
**SECTION**  
End User  
Systems Support  
**PHONE**  
444-2700

**BUREAU**  
COB  
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COB  
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Operating System  
Support  
**PHONE**  
444-2860

**BUREAU**  
COB  
**SECTION**  
Production Services  
**PHONE**  
444-2860

**SERVICES**

## **Mainframe Software Support**

ISD provides maintenance and support for mainframe system software. For a list of the software currently supported, please see *Mainframe Supported Software* on page 38.

**BUREAU**  
COB/SSB  
**PHONE**  
444-2000

## **Mainframe Tape Library**

ISD manages the mainframe tape library. This includes ensuring the integrity of magnetic tape media, execution of the CA-1 automated tape management system, provision of off-site tape storage for archive and disaster backup tapes, development and implementation of procedures relative to tape storage, and provision of user assistance pertaining to tape usage.

**BUREAU**  
COB  
**SECTION**  
Security, Methods, &  
Media Management  
**PHONE**  
444-2860

## **METNET Interactive Video**

The Montana Educational Telecommunications NETWORK (METNET) Interactive Video System consists of a number of locations having compressed, two-way interactive video capabilities. There are METNET sites in Billings, Boulder, Bozeman, Dillon, Great Falls, Havre, Helena, Kalispell, Miles City, Missoula, and Warm Springs. A non-state operated site at Butte (owned by Montana Power Company/ENTECH/TRI) is also directly accessible on the METNET Video System. Access is available to the Eastern Montana Telemedicine Network (with site locations in Baker, Billings, Colstrip, Culbertson, Glasgow, Glendive, Helena, Miles City, and Sidney); to the Southwest Montana Telepsychiatry Network (with sites in Bozeman, Butte, and Helena); and to the REACH Montana Telemedicine Network (with site locations in Big Sandy, Chester, Choteau, Conrad, Cut Bank, Fort Benton, Great Falls, Havre, and Shelby).

**BUREAU**  
TOB  
**SECTION**  
Video Operations  
**PHONE**  
444-6788

METNET is available for use by State agencies, higher education, K-12 schools, and approved non-profit corporations where usage qualifies under State statute. METNET allows customers to: hold interactive video classes, training, and hearings between METNET sites; eliminate or reduce travel expenses and unproductive travel time by taking advantage of video conferencing capabilities; access the satellite uplink/transmitter at MSU for statewide satellite video teleconferences; and hold interactive conferences with sites not on the State network, including national and international locations.

## ***Microfiche Output (COM)***

ISD has Computer Output Microfiche (COM) capabilities to help meet customer's microfiche needs. The COM Recorder, an output device similar to a printer, reproduces computer data on microfiche at a 48x reduction ratio. A single microfiche may contain up to 270 data pages. The software features of the COM devices allow the characteristics of the data to be defined—for example, the title, an index, where data starts and stops, and the form on which the data is placed. The cut microfiche output is fully titled and indexed per the customer's requirements.

**BUREAU**

**COB**

**SECTION**  
Production  
Services

**PHONE**  
444-2860

**SERVICES**

## ***Mid-tier Access & Production Services***

Mid-tier Production Services for State agencies are available through ISD. ISD has purchased a mid-tier platform to support the mid-tier production computing needs of State agencies. Services provided include: mid-tier hardware/software to support current production dependencies; UPS electrical protection; Halon fire protection; air conditioning; security and continuous monitoring seven days a week, 24 hours a day; system stability, reliability, and recoverability; disaster recovery; staff support; production recovery; job scheduling; output services/distribution; modem pool and network proximity; capacity planning; storage management; performance monitoring; software support; operating system level software portfolio maintenance; and Oracle support; among others. Use of this platform will be as a database server for Oracle databases; it is not expected to expand to include other applications that would complicate the operating environment. This facility has the potential to grow exponentially, and a "just in time" planning and purchasing philosophy is being used. Individual service agreements for mid-tier services will be negotiated.

**BUREAU**

**SSB**

**SECTION**  
Systems  
Development  
Support

**PHONE**  
444-2700

## ***Network Design***

ISD provides design, engineering, maintenance, and control of the State's Wide Area Network (WAN). Staff consult with customers to determine their data communications requirements including the equipment needed. Specifications are prepared for the site including electrical, conduit, and wiring requirements. When the customer is satisfied with the analysis and design, the data network configuration is ordered, installed and tested. ISD also monitors the network to ensure that desired service levels are maintained. Technicians are dispatched to customer sites to

**BUREAU**

**TOB**

**SECTION**  
Data Network  
Operations

**PHONE**  
444-2000

perform problem investigations and resolution and equipment repairs where appropriate.

## ***Network Problems***

Any network problems may be directed to the ISD Customer Support Center. Please be ready to answer any of the following questions:

- What is your terminal ID?
- What were you doing or attempting to do when the problem occurred?
- When did everything last work properly? Were any changes made since things last worked properly?
- What measures have you taken to resolve the problem?
- What error message conditions are you getting? Will your device respond to any commands?
- Does the equipment have power, is it plugged in? If so, what status lights are lit?
- Are other devices at your location experiencing the same problem(s)?
- Did you check for good connections at the following points: all connections at device, all connections at other peripheral equipment, token-ring connections, power cords, outlets and circuit breakers?

**BUREAU**  
**TOB**

**SECTION**  
**ISD Customer**  
**Support Center**

**PHONE**  
**444-2000**

## ***News & Views***

*ISD News & Views* is a monthly newsletter dedicated to Information Technology in the State of Montana. It covers a broad range of technology and management issues, from emerging technologies to how to manage computers in your organization. Enterprise-wide voice/video, network, mainframe, meeting, term contract, and training news and updates, as well as regular columns like TechTalk, educate and inform the reader with pertinent ISD news. Subscriptions are free and are available in either hard copy or electronic format.

**BUREAU**  
**PDCR**

**SECTION**  
**Customer Relations**

**PHONE**  
**444-2700**

## ***PC Software & Hardware***

ISD has established standards and provides support for a variety of software and hardware configurations. Supported State software is listed in the *Enterprise Software Products* section on page 37. These standards enable different agencies to share information among one another more easily. ISD maintains term contracts with several hardware vendors to ensure that the State-

**BUREAU**  
**SSB**

**SECTION**  
**End User**  
**Systems Support**

**PHONE**  
**444-2000**

supported software runs properly. Current State standard hardware includes DELL, DEC, and IBM personal computers and Hewlett Packard (HP) printers. See *Contract Management* on page 10 for more information.

## ***PRESSURE SEALER & LASER PRINTER***

ISD offers use of a pressure sealer which, when combined with the mainframe laser printer, can help save time and money. Once a job is submitted, the forms are printed, folded and sealed, and are then ready for distribution. One or two inserts can be included during the folding and sealing process. If the forms are to be distributed by Central Mail, then the submitting agency never has to handle them. This process eliminates purchasing preprinted forms, applying labels, folding, and stuffing.

**BUREAU**  
COB  
**SECTION**  
Security,  
Methods,  
& Media  
Management  
**PHONE**  
444-2860

## ***PRINTING SERVICES***

ISD offers customers the use of our color printer, color plotter, and mainframe laser and line printers.

### **Color Printing**

The HP Color LaserJet and HP Color Plotter are available on the campus fiber backbone. You just need to access ISD's Value Added Server, set up the printers, and print. The HP Color LaserJet prints up to two color pages per minute, prints on 8½x11 inch paper in color or black-and-white, and on 11x17 inch paper in black-and-white only. Other paper sizes and duplexing are not supported. The HP Color Plotter is an HP DesignJet 650C ink jet printer which can print up to 34x44 inches. As a general rule, these two color printers can only be accessed from Windows applications. Most Windows applications work well. Please call if you have any questions about particular printing needs. Please contact your Network Administrator for access to the Value Added Server or for printer setup installations.

**FOR COLOR PRINTING:**  
**BUREAU**  
SSB  
**SECTION**  
End User  
Systems Support  
**PHONE**  
444-2000

### **Mainframe Printing**

ISD offers customers high-speed, high quality laser printing services for mainframe applications. The laser printers, used in conjunction with Advanced Function Presentation (AFP) services, offer customers electronic forms capabilities as well as the ability to print either simplex (one side of the paper) or duplex (both sides of the paper) on cut sheet paper. Laser printed electronic forms may be combined with your input data to create a finished output page in a single operation. In addition, the printed output can include logos, signatures, a variety of fonts, bar coding, and varying print orientations (horizontal or vertical) on a single page.

**FOR MAINFRAME PRINTING:**  
**BUREAU**  
COB  
**SECTION**  
Security,  
Methods,  
& Media  
Management  
**PHONE**  
444-2860

Forms design and consultation are provided free. Preprinted forms can also be used.

ISD also offers mainframe line printer services. These printers provide the ability to print on continuous, single or multi-part forms. The print quality provided by line printers is inferior to that of the laser printers. Nor do the line printers offer the features available with AFP. Both laser and line printers are supported in a remote environment.

## ***Problem Reporting***

The ISD Customer Support Center provides a central point of contact for ISD customers to report all processing, data communications, maintenance, and Information Technology related problems. The primary function of the Customer Support Center is to receive telephone calls for assistance from customers. Phone calls are entered into an online problem tracking system to help with first level problem determination and resolution and to track the status of problems. For those issues that can't be immediately resolved, Customer Support Center staff assign a priority to the problem and transfer responsibility to the appropriate section in ISD. The problem is tracked until final resolution is reached.

**BUREAU**  
TOB  
**SECTION**  
ISD Customer  
Support Center  
**PHONE**  
444-2000

## ***Public Access***

ISD provides support for accessing several Public Access systems such as the Uniform Commercial Code (UCC) System, Medicaid Eligibility, and Legislative Bill Status. Some public access systems require that applicants complete a registration form and meet eligibility requirements.

**BUREAU**  
SSB  
**SECTION**  
End User  
Systems Support  
**PHONE**  
444-2000

## ***Public Safety Radio Systems***

The Montana public safety community relies heavily on radio communications. ISD provides for statewide planning of public safety telecommunications activities and interfaces with the Federal Communications Commission on behalf of public safety users, both state and local.

**BUREAU**  
PDCR  
**SECTION**  
Telecomm Policy  
& Development  
**PHONE**  
444-2700

## ***Reference Library***

### **GARTNER GROUP/META**

ISD maintains a Reference Library comprised of professional reference services. Reports from the Gartner Group, META, and

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PDCR  
**SECTION**  
Computing Policy  
& Development  
**PHONE**  
444-2700

other industry leaders provide information on everything from a simple subject query, to a detailed product or service evaluation, to projected industry trends. Hardcopy reports from the Gartner and META Groups are available. ISD currently has CD ROMs which include many Gartner Group and META reports. The CD ROMs are only available for use within ISD; however, printed reports from the CD ROM are available to all State agencies. Telephone access and audioconferences with Gartner Group and META personnel can also be arranged.

### **TSO/SPF Option U.Q**

Substantial technical information is also available on the mainframe via TSO/SPF option U.Q. This information includes MVS messages and codes, MVS JCL, programming languages syntax information, MVS Utility JCL and Control Statement descriptions, TSO Command and CLIST syntax information, independent software vendor product information, and more. Similar mainframe related information will soon be available on CD ROM via the Value Added Server.

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**COB**

**SECTION**  
Operating  
System Support

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444-2860

### **IBM Library Reader**

IBM Library Reader is an online service available over the backbone which contains the IBM mainframe documentation. These are the IBM manuals which previously were available in hardcover form only. Any agency with a backbone connection can connect to ISD's Value Added Server which is where the IBM Library Reader program and documents reside.

**BUREAU**  
**SSB**

**SECTION**  
Systems Development  
Support

**PHONE**  
444-2700

### **MVS/QuickRef**

MVS/QuickRef is a "pop-up" quick reference tool for ISPF users. The term "pop-up" in this context refers to MVS/QuickRef's ability to "pop-up" over the current ISPF application and display information rapidly, no matter which ISPF application or panel is active. MVS/QuickRef can be invoked with a single keystroke to display reference information on JCL, COBOL, and PL/I syntax, in addition to displaying information on system messages and abends.

**BUREAU**  
**SSB**

**SECTION**  
Systems Development  
Support

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444-2700

## **Report Distribution System**

The INFOPAC-RDS automated report distribution system provides enhancements over traditional methods of report distribution from the mainframe. Most notable is the ability to view reports online through a 3270 interface or a Windows interface called DocumentDirect. Both of these methods of viewing reports provide numerous viewing and printing features. Reports may be indexed by specific fields, providing easier

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navigation through the report and the ability to restrict report access using the section indexes. Reports may be customized for each recipient.

## ***SECURITY***

ISD provides data security consulting services to help customers maintain the confidentiality, integrity and availability of one of their most valuable assets—data. Expertise is available for mainframe applications, personal computers, local area networks, and dial-up communications.

**BUREAU**  
COB/SSB/TOB  
**PHONE**  
444-2000

## ***STATE GOVERNMENT OPERATOR***

The State Government Operator handles directory information for the State and will place long distance calls if required. Operator services are available 7:30 am to 5:00 pm, Monday through Friday, excluding weekends and holidays. The State Government Operator can quickly steer citizens to the appropriate office or department. Other services, such as arranging conference calls, are handled by the State Government Operator. *Montana State Government Telephone Directories* may also be purchased from ISD.

**BUREAU**  
TOB  
**SECTION**  
Operator Services  
**PHONE**  
444-2511

## ***STRATEGIC PLANNING & DIRECTION***

ISD coordinates the development of the Enterprise's information management biennial plan, provides coordinators or facilitators for the Information Technology Advisory Council (ITAC) and the Information Technology Managers Group (ITMG) task forces or subcommittees, researches emerging technology, and writes Information Technology White Papers containing recommendations for the implementation of emerging technologies. Some of these emerging technology areas include Business Process Re-engineering, Data Collection (Bar Coding), Data Warehousing, Document Management, Imaging, Electronic Commerce, Geographic Information Systems, and Multimedia. ISD, in cooperation with the Information Technology Advisory Council (ITAC) and the Information Technology Managers Group (ITMG), develops policy which applies to the State's Information Technology Enterprise. Some of these policies include those which relate to the State and University Data Network (SummitNet).

**BUREAU**  
PDCR  
**PHONE**  
444-2700



## ***SummitNet—State and University Data Network***

Data network services are primarily provided by SummitNet, the State and University Data Network. The acronym stands for the State and Universities of Montana Multi-protocol Network (SummitNet). SummitNet provides the Transmission Control Protocol/Internet Protocol (TCP/IP) backbone.

SummitNet can be compared to a highway system—it provides the capability to link the computer networks operated by schools, libraries, universities and government agencies just as the highway system links cities, towns and streets. It benefits local participants and encourages communication. SummitNet is an expansion of the statewide data communications network from 12 cities in 12 counties to hundreds of sites in all 56 counties; is based on agency needs; is a digital network using advanced technology; is a consolidation of current State data communications networks; is capable of providing connections to all universities, colleges of technology and tribal colleges; can provide connections to State agencies, statewide; and connections can be made to local government offices, public libraries and K-12 schools.

ISD offers other related services including consulting, design, implementation, diagnostics and maintenance, operation, and emergency response and restoration.

## ***Telephone Adds, Moves, Changes***

Telephone Service Request (TSR) forms are required for installation, modification, removal, or other changes to your service. All TSRs need to be coordinated with your Agency Telephone Coordinator. TSRs should be submitted to ISD at least 15 days prior to the change date. This will allow the technical and financial options to be reviewed and ensure accurate processing of the service request. Telecommunications technicians are the only personnel authorized to unplug, plug in, move and take apart telephone equipment, modular cords, and jacks. Conduit or raceway is required for all new telephone jacks.

## ***Telephone Calling Cards***

Calling cards are distributed by ISD for business use. Requests for calling cards should be submitted through your Agency Telephone Coordinator.

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TOB  
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Operations  
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444-2000

**SERVICES**

**BUREAU**  
TOB  
**SECTION**  
Voice Operations  
**PHONE**  
Agency Telephone  
Coordinator

**BUREAU**  
TOB  
**SECTION**  
Voice Operations  
**PHONE**  
Agency Telephone  
Coordinator

## **Telephone Directory Assistance**

The State Government Operator handles directory information for the State and will place long distance calls if required. Operator services are available 7:30 am to 5:00 pm, Monday through Friday, excluding weekends and holidays. The State Government Operator can quickly steer citizens to the right office or department. Other services, such as arranging conference calls, are handled by the State Government Operator. *Montana State Government Telephone Directories* may also be purchased from ISD.

**BUREAU**  
TOB

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444-2511

## **Telephone/Voice Network**

The State's telecommunications facilities are provided for the conduct of State business. The State's telecommunications facilities include any State-owned, leased, contracted for, operated, or maintained telecommunications equipment, services, or facilities, including private branch exchanges, telephone key systems, teleconferencing systems, local and long distance telecommunications circuits, data communications equipment, video capabilities, land mobile radio equipment, telephone calling cards, facsimile equipment, or voice mail.

**BUREAU**  
TOB

**SECTION**  
Voice Operations  
**PHONE**  
Agency Telephone  
Coordinator

## **Telephone Repair**

ISD, through WilTel, provides customers with installation and repair services for their State-owned PBX telephone systems and the instruments connected to them. Most PBXs in the State serve multiple Departments and their operation is critical to State business. ISD provides a central contact point for customers to receive help in resolving telecommunications problems including status of jobs in progress and how to request telecommunications services. All telecommunications customer services must be coordinated through your Agency Telephone Coordinator.

**BUREAU**  
TOB

**SECTION**  
Voice Operations  
**PHONE**  
Agency Telephone  
Coordinator

**WilTel**  
444-4455

## **Training**

ISD provides technical training in areas relating to Information Technology. Training is provided in two ways—instructor led training and Computer Based Training (CBT). Courses are offered, via a contract maintained by ISD with the Helena College of Technology, in many of the technologies currently utilized in the State. In addition, specialty seminars and courses are delivered by recognized industry experts. Individual self-study courses are available through CBT and videotapes. A variety of

**BUREAU**  
PDCR

**SECTION**  
Customer Relations  
**PHONE**  
444-2700

CBT and videotapes are available and are continually updated to keep you current on technology issues and software releases.

## **User IDs**

### **Mainframe**

To obtain a User ID for the mainframe, contact your Agency Security Officer, who'll need to complete and approve an *Access Authorization Request*. This form is available in both hardcopy and electronic format, and includes all of the security options available on the mainframe—CICS, TSO, etc. Once the form is completed, with the appropriate security options checked, it needs to be sent to the ISD ACF2 Security Officer, who'll arrange the ID with the proper security assigned.

### **LAN**

For your LAN User ID, please contact your Agency LAN Administrator.

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Methods,  
& Media  
Management

**PHONE**  
444-2860

## **Value Added Server (VAS)**

The Value Added Server is a NetWare file server located on the campus fiber backbone. It serves as a central repository of files and information useful to agencies such as meeting agendas and minutes for Enterprise user groups (see *Enterprise IT Advisory & Management Groups* on page 41); shared statewide information such as Montana Code Annotated, term contract price lists, etc.; releases and updates for Enterprise software; online manuals and support databases; Computer Based Training; and more.

**BUREAU**  
**TOB**

**SECTION**  
Data Network  
Operations

**PHONE**  
444-2000

## **Video Conferencing**

The Montana Educational Telecommunications NETWORK (METNET) Interactive Video System consists of a number of locations having compressed, two-way interactive video capabilities. There are METNET sites in Billings, Boulder, Bozeman, Dillon, Great Falls, Havre, Helena, Kalispell, Miles City, Missoula, and Warm Springs. A non-state operated site at Butte (owned by Montana Power Company/ENTECH/TRI) is also directly accessible on the METNET Video System. Access is available to the Eastern Montana Telemedicine Network (with site locations in Baker, Billings, Colstrip, Culbertson, Glasgow, Glendive, Helena, Miles City, and Sidney); to the Southwest Montana Telepsychiatry Network (with sites in Bozeman, Butte, and Helena); and to the REACH Montana Telemedicine Network

**BUREAU**  
**TOB**

**SECTION**  
Video Operations

**PHONE**  
444-6788

(with site locations in Big Sandy, Chester, Choteau, Conrad, Cut Bank, Fort Benton, Great Falls, Havre, and Shelby).

METNET is available for use by State agencies, higher education, K-12 schools, and approved non-profit corporations where usage qualifies under State statute. METNET allows customers to: hold interactive video classes, training, and hearings between METNET sites; eliminate or reduce travel expenses and unproductive travel time by taking advantage of video conferencing capabilities; access the satellite uplink/transmitter at MSU for statewide satellite video teleconferences; and hold interactive conferences with sites not on the State network, including national and international locations.

### ***Virus Software/Problems***

We offer special services dealing with the detection and eradication of computer viruses. ISD maintains a contract with a third party vendor to provide virus detection software. This software is provided as part of the monthly data communications fee for State agencies to use on network attached devices.

**BUREAU**  
**TOB**

**SECTION**  
Data Network  
Operations

**PHONE**  
444-2000

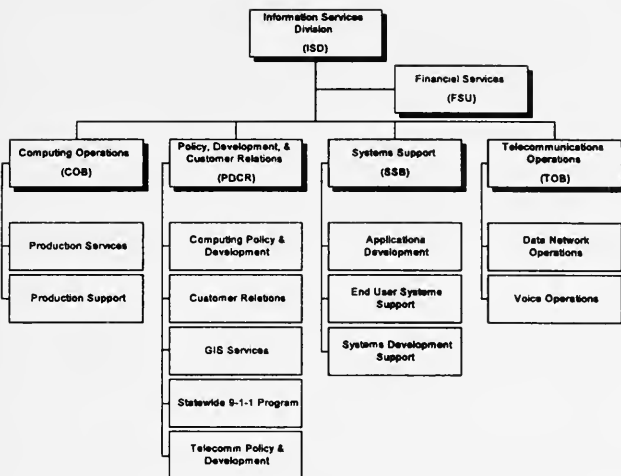
### ***Voice Mail***

Voice mail technology allows you to have an "electronic receptionist" that is available 24 hours a day, every day, dedicated to each employee. Voice mail is a computerized digital voice message system that can store and forward an almost limitless number of messages. You can retrieve your voice mail from any touch tone phone, allowing you to pick up your messages when you're out of the office or on vacation. Training is available at no additional charge.

**BUREAU**  
**TOB**

**SECTION**  
Voice Operations

**PHONE**  
Agency Telephone  
Coordinator



**INFORMATION SERVICES DIVISION ORGANIZATION CHART**

## ORGANIZATIONAL STRUCTURE

### ***INFORMATION SERVICES DIVISION***

ISD is comprised of four bureaus: Computing Operations Bureau (COB); Policy, Development, & Customer Relations Bureau (PDCR); Systems Support Bureau (SSB); and Telecommunications Operations Bureau (TOB); as well as a Financial Services Unit (FSU).

**DIVISION**  
Information  
Services  
Division  
**PHONE**  
444-2700

### ***COMPUTING OPERATIONS BUREAU (COB)***

The Computing Operations Bureau's mission is to provide reliable, effective, and efficient automation (computer) services to State government 24 hours per day, 7 days per week. Managing for maximum service availability and delivery in these areas requires support services on an ongoing basis. In addition, this Bureau is heavily involved in modernizing the State's mainframe data center. Current projects underway are aimed at improving performance, quality, ease of use, efficiency, and workload capacity of the computing center while reducing labor intensive, manual functions.

**BUREAU**  
Computing  
Operations  
Bureau  
**PHONE**  
444-2860

### **PRODUCTION SERVICES:**

- Operating mainframe 24 hours per day, 7 days per week
- Computer processing, output processing
- Facility management, including physical security administration, electrical power conditioning, fire detection and suppression, and air conditioning
- Job scheduling
- Computer Output Microfiche
- Forms Folder Pressure Sealer Operation

### **PRODUCTION SUPPORT:**

- Hardware and software evaluation, installation, and maintenance
- Configuration planning, performance tuning, and capacity management
- Data storage and retrieval
- Mainframe operations automation
- Mainframe data security coordination and training
- Mainframe disaster backup and planning
- Forms design and report distribution assistance
- Contracted data entry services

## ***Policy, Development, & Customer Relations*** **BUREAU (PDCR)**

**BUREAU**  
Policy, Development,  
& Customer Relations  
**PHONE**  
444-2700

The mission of the Policy, Development, & Customer Relations Bureau is to develop computing and telecommunications standards and policies, manage the statewide 9-1-1 program, and provide division-wide customer relations.

### **COMPUTING POLICY AND DEVELOPMENT:**

- Provide control and coordination for government to ensure compatibility and cost effectiveness of computing systems acquisitions
- Review all agency requests for computing hardware, software, and services for appropriateness
- Support cost-effective procurement for standardized computing products (i.e., personal computers)
- Provide procurement management for the Division on major computing acquisitions
- Perform contract management for all Division computing contracts, as well as many statewide computing contracts
- Manage strategic Enterprise projects (disaster recovery, imaging)
- Advise and set policy on computer standards that impact product choices and capabilities for agency personnel

### **CUSTOMER RELATIONS:**

- Identify products, services, and projects for providing marketing services, integrating marketing with all ISD functions to ensure that the customer receives the best information and service possible
- Provide organized training for data processing staffs and end user staffs in systems analysis, programming, word processing, spreadsheets, and other technical subject areas at a lower cost than possible by individual agency efforts
- Manage a system for updating, distributing, and archiving ISD policies that affect State agencies
- Manage ISD external publications for consistency and audience relevance
- Issue surveys to assess ISD's role as a statewide technology provider

### **GEOGRAPHIC INFORMATION SYSTEM (GIS) SERVICES:**

- Manage the multi-agency effort to provide land records modernization through a state-wide parcel mapping program
- Provide advice and assistance on parcel-based GIS applications, as well as general GIS implementation

### **STATEWIDE 9-1-1 PROGRAM:**

- Manage the statewide 9-1-1 system, representing the Department with local government and industry in 9-1-1 implementations

### **TELECOMMUNICATIONS Policy and Development:**

- Provide telecommunications research and development throughout Montana State Government (most agencies have no telecommunications staff)
- Advise agencies on telecommunications systems changes and upgrades and procure agreed to solutions
- Advise and set telecommunications policy statewide and interface with agencies, the industry, and regulatory bodies on national and state telecommunications issues
- Interact with all departments of government on telecommunications issues that utilize the Department's centralized networks
- Represent the Department with the Montana Educational Telecommunications Network (METNET), working closely with educational offices on the development and deployment of distance learning networks and capabilities
- Provide for statewide planning of public safety telecommunications activities and interface with the Federal Communications Commission on behalf of public safety users, both state and local

## ***SYSTEMS SUPPORT BUREAU (SSB)***

The mission of the Systems Support Bureau is to provide Information Technology support and development services to Information Technology users.

**BUREAU**  
Systems Support  
Bureau  
**PHONE**  
444-2700

### **Applications Development:**

- Improve government through implementation of Information Technology by providing a highly-qualified, experienced staff of systems development professionals (project managers and systems analysts, designers, and programmers) who are available to all State agencies for development of critical business application software
- Guarantee continued availability and responsiveness of major financial application systems for accounting, payroll, public employees' retirement, and warrant writing by providing application software consulting, development, and ongoing support for Enterprise financial systems
- Ensure that agencies with limited or no internal programming staff can depend on production application systems that support agency daily operation by providing a professional programming staff available to support and maintain these systems
- Reduce statewide agency personal services (FTE), management, training and/or private consultant costs by providing a centralized expert professional staff capable of providing system design and programming services for projects requiring resources beyond that of the permanent agency staff
- Lessen individual agency FTE requirements for applications systems development and support by supporting agencies' systems with a central pool of information system professionals

### **End User Systems Support:**

- Ensure agencies realize the maximum benefit as a result of their Information Technology implementation by providing: services that guide and support State agency selection and State employee use of standard hardware and software products; assistance and problem resolution with regard to current software products; and evaluations, with appropriate agency participation, of new releases and products
- Avoid statewide agency personal services (FTE), management, and training expenditure duplication by providing a small centralized professional staff with expertise to support



standard desktop and mainframe software and products used by State employees

- Foster improved, timely communication and exchange of documents and information among employees of State agencies by implementation and support of a statewide Enterprise electronic mail system
- Promote and support the use of Information Technology for dissemination of State government information to Montana citizens and others—provide a Bulletin Board System (BBS), and Internet Web and FTP servers, and assist and encourage State agency use of these and other public access systems

**SYSTEMS DEVELOPMENT SUPPORT:**

- Augment the productivity of agency Information Technology personnel by providing centrally-managed, shared technical support services to assist and support the use of systems development software and databases
- Facilitate agency systems development and operation by providing professional guidance and assistance in systems and database design and problem resolution
- Provide a fully-supported, current set of system software for access, systems development and support, and database management by maintaining current software releases and evaluating, with appropriate agency Information Technology staff participation, new releases and products
- Conserve statewide agency personal services (FTE), management, and training budgets by providing a small centralized professional staff of software specialists with expertise in all major software development facilities and databases, avoiding the need for individual agencies to develop this expertise internally
- Ensure appropriate Information Technology training is available for Information Technology developers by ongoing design and review of training curriculum for systems analysis, programming, and database management

***TELECOMMUNICATIONS OPERATIONS BUREAU***  
***(TOB)***

**BUREAU**  
Telecommunications  
Operations Bureau  
**PHONE**  
444-2586

The mission of the Telecommunications Operations Bureau is to provide cost-effective, reliable, voice and data telecommunications, wide area data network, local area data network, and distributed computing services for all State agencies, the University System, and other government units. This Bureau provides first level support on telecommunications and network

problems; implements network adds, moves and changes; and manages the State's network operations.

**Voice/Video Operations:**

- Provide local telephone service, operator services, telephones, PBX switching system, key systems, and cable plant
- Cost effectively aggregate telephone, data, video, and radio traffic
- Aggregate statewide contracts for long distance, calling cards, 800 numbers, and other calling activity to save the State money
- Provide video services to support distance learning, continuing education, administrative meetings, and other needs

**Data Network Operations:**

- Provide wide area data network connections and standards to connect over 300 locations in all 56 counties to the mainframe and other computing platforms
- Aggregate Administrative, Justice, University, and Transportation data network facilities into one cost-effective, reliable multi-protocol data network
- Provide local area data network services to connect nearly 8000 individual computers or terminals to the facilities above to access their local computing facilities, as well as connect to the statewide facilities
- Coordinate term contracts, policies, and standards on computing systems and data networks to ensure compatibility of State equipment, cost effectiveness of computing expenditures, and optimum use and protection of the data processing investment in each agency

## ***Financial Services Unit (FSU)***

The Financial Services Unit of ISD provides accounting and fiscal management for the State's Enterprise fund for data processing and telecommunications, and the 9-1-1 emergency telephone special revenue fund. They provide monthly billing statements to customers utilizing ISD services, administer ISD's cost recovery system, implement rates for all ISD services, and provide property accounting and procurement support to ISD staff.

**BUREAU**  
Financial Services  
Unit  
**PHONE**  
444-2700

# FY97 RATE Schedule

## **VOICE COMMUNICATIONS**

### **LONG DISTANCE NETWORK**

• Day	(8:00 am–5:00 pm) per minute	\$0.15
• Evening	(5:00 pm–11:00 pm) per minute	\$0.10
• Night	(11:00 pm–8:00 am) per minute	\$0.10

<b>800 IN-WATS SERVICE (MEGACOM)</b>	per minute	\$0.13
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### **STATION EQUIPMENT**

• Station Port	per month	\$12.00
• Single Line Set	per month	\$13.00
• SL-1 Set	per month	\$17.00
• M2008 Basic	per month	\$17.00
• M2008 Display	per month	\$21.00
• M2112	per month	\$22.00
• M2616	per month	\$22.00

### **MERIDIAN MAIL**

• Voice Mail Box	1 mailbox/month (3 min. storage)	\$5.00
	1 mailbox/month (6 min. storage)	\$8.00
	1 mailbox/month (8 min. storage)	\$10.00
• Announcement	Meridian Mail	\$5.00
• Voice Menu	per month (0–50 calls)	\$25.00
	per month (51–100 calls)	\$50.00
	per month (101–200 calls)	\$100.00
• Access Maintenance (Port Charge) for Menu/Announcements		\$10.00

### **AUTOMATIC CALL DISTRIBUTION (ACD)**

• Recorded Announcement	\$37.00
• ACD Agent	\$5.00
• RAN Port	\$11.00
• Access Maintenance (Port Charge) for ACD	\$10.00

### **INTERACTIVE VOICE RESPONSE (IVR)**

• Port Charge	monthly	\$120.00
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## **DATA COMMUNICATIONS**

<b>INTELLIGENT DEVICE</b>	1 device/month	\$36.00
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Included in this rate are:

- Local Area Network Services (bridges, gateways, and routers; application software support; LAN operating system software; Enterprise network software including Oracle and NetWare 4.x;

- data circuits; fiber backbone; technical support; and network design)
- Expanded SummitNet Services (routers and data service units; network monitoring and management software; data circuits; Internet access and support; TCP/IP communications; network design, implementation, and technical support; and IP address administration)
- SNA Network Services (gateways, front end processors, controllers, and data service units; software; network monitoring tools; data circuits; and application and technical support)
- Policy planning; contract assistance, administration, and maintenance; administrative and financial support; and Help Desk support. Plus much more!

**OTHER DEVICE (DUMB TERMINAL)** 1 device/month \$30.00

**REMOTE 56KB Multi-PROTOCOL SERVICE** site/month \$15.00

**NON-STATE SNA Multi Drop SERVICE**

- Physical drop/month \$100.00
- Logical drop/month \$20.00

**SUMMITNET CHARGES (NON-STATE ENTITY)**

- 56 KB per month \$250.00
- T1 per month \$650.00

*Note: Monthly communications service to frame relay point of presence is paid by the customer. Lower rates available in cases where customer provides router equipment.*

**PORTABLE ZIP!Office** per month \$5.00

## **Voice/Data Installation**

**VOICE Mail/Menus/IVR**

- Voice Mail Setup Charge \$5.00
- Voice Menu Setup Charge \$100.00
- Interactive Voice Response (IVR) \$250.00

**WITel INSTALLATIONS—Voice/Data**

- Activate Voice/Data—Existing Jack \$26.00
- Place Set at Hot Jack \$15.00
- Disconnect Jack \$5.00
- Feature Changes \$5.00
- Level 5 Wiring 2–4 Pair Duplex Certified \$125.00
- Type I Data Wiring \$105.00
- Labor—Hourly \$55.00

**Video Conferencing**

# of Sites	336 Kbps 6 Chns.	384 Kbps 7 Chns.	672 Kbps 12 Chns.	1008 Kbps 18 Chns.	1344 Kbps 24 Chns.
2	\$ 30	\$ 35	\$ 60	\$ 90	\$120
3	\$ 45	\$ 53	\$ 90	\$135	\$180
4	\$ 60	\$ 70	\$120	\$180	\$240
5	\$ 75	\$ 88	\$150	\$225	\$300
6	\$ 90	\$105	\$180	\$270	\$360
7	\$105	\$123	\$210	\$315	\$420
8	\$120	\$140	\$240	\$360	\$480
9	\$135	\$158	\$270	\$405	\$540
10	\$150	\$175	\$300	\$450	\$600
11	\$165	\$193	\$330	\$495	\$660
12	\$180	\$210	\$360	\$540	\$720

*Note: The viewing quality of the system is improved at higher transmission rates. A transmission rate of 336–672 Kbps is adequate for most purposes.*

In addition to the network fee, there is a Site Management Fee of \$15 per hour per site which covers the video conference room administration and operations costs. Contact the Video Conferencing Coordinator (444-6788) for more detailed rates and scheduling information. Video conferences can be interconnected nationwide and worldwide via AT&T and Sprint video access.

## ***Computer Processing Services***

<b>BATCH CPU SECOND*</b>	1 CPU second	\$0.8341
• EXCP*	1000 EXCPs	\$0.1646
• Tape Mounts	1 mount	\$1.0000
<b>CICS CPU SECOND*</b>	1 CPU second	\$0.6270
<b>IDMS CPU SECOND*</b>	1 CPU second	\$0.6270
<b>TSO CPU SECOND*</b>	1 CPU second	\$1.0216
<b>TSO EXCP*</b>	1000 EXCPs	\$0.1920
<b>TAPE STORAGE</b>	1 reel day	\$0.0111
<b>TAPE STORAGE ARCHIVE</b>	1 reel day	\$0.0055
<b>DISK STORAGE</b>	1 MB/day	\$0.0144
<b>PRINTING</b>		
• Local 1 Part	1000 lines	\$0.6099
2 Part	1000 lines	\$0.8839
3 Part	1000 lines	\$1.1310
• Remote Print	1000 lines	\$0.0442
• Laser Print	1 page, 1 side	\$0.0270
	1 page, 2 sides	\$0.0485

### **\*PROCESSING ADJUSTMENTS**

<u>Discount:</u>	33–35% non-prime time processing—Batch and IDMS, depending upon class; 50% non-prime time processing—TSO
<u>Surcharge:</u>	10% scheduled production; 10%–150% depending upon priority requested

## ***Other Production Support***

<b>DATA ENTRY</b>	1000 keystrokes	\$2.70
<b>I/O CONTROL</b>	1 hour	\$20.00
<b>LAN SUPPORT</b>	1 hour	\$42.00
<b>PROGRAMMER/ANALYST</b>	1 hour	\$42.00
<b>LAN ADMINISTRATOR</b>	1 hour	\$42.00

## ***Computer Output Microfilm (COM) Services***

<b>COM MASTER</b>	1 fiche	\$1.75
<b>COM DUPLICATES</b>	1 fiche	\$0.15

# ENTERPRISE SOFTWARE PRODUCTS

ISD has a policy requiring the use of "State standard software" for production work. Any use of non-standard software must be approved by ISD.

For an up-to-date list of ISD supported software, check out the WordPerfect files—GUEST\STANDARDS\PC\_SFTWR.W51 for PC software and GUEST\STANDARDS\MF\_SFTWR.W51 for mainframe software—located on the Value Added Server, or call ISD (444-2000). To connect to the Value Added Server, contact your Agency's Network Administrator or call ISD (444-2000).

## ***PC Supported Software***

### **Backup**

- Palindrome Backup Director (Site license purchased by ISD)

### **COMMUNICATION**

- Extra! Terminal Emulation (Site license purchased by ISD)
- Xtalk

### **DATABASE**

- Oracle 7 Server (Site license purchased by ISD)
- Personal Oracle Ent. (Site license purchased by ISD)
- Developer 2000 (Includes Forms, Reports, Graphics)
- SQL\*Net (Site license purchased by ISD)
- Lotus Approach
- R:BASE (supported until 1/1/98)

### **E-mail/Calendar**

- ZIP!Office/ZIP!Mail (Site license purchased by ISD)
- EMC<sup>2</sup>/TAO (Site license purchased by ISD)

### **Graphics**

- CorelDRAW! (complex graphics)
- Freelance (graphics and presentations)

### **INTERNET**

- LAN Workplace (for DOS, agencies purchase through ISD's master license agreement with Novell)
- Extra! Personal Client (for Windows, Site license purchased by ISD)
- Netscape Navigator (Site license purchased by ISD)

### **OPERATING SYSTEM**

- DOS
- Windows

- NetWare (Master License Agreement purchased by ISD)

#### **REFERENCE**

- Assist/Vision (Site license purchased by ISD)
- IBM Library Reader (Site license purchased by ISD)
- Oracle Book runtime (Site license purchased by ISD)

#### **REPORT DISTRIBUTION (FROM THE MAINFRAME)**

- DocumentDirect (Site license purchased by ISD)

#### **SPREADSHEET**

- Lotus 1-2-3

#### **STATISTICS**

- SAS (mainframe and PC site licenses purchased by ISD)

#### **VIRUS PROTECTION**

- McAfee Viruscan (Site license purchased by ISD)

#### **WORD PROCESSING**

- WordPerfect

## ***Mainframe Supported Software***

#### **BACKUP AND RESTORE**

- FDR

#### **CONSOLE AUTOMATION**

- AF/Operator, AF/Remote

#### **DASD MANAGEMENT**

- DMS/OS

#### **DATA BASE AND RELATED PRODUCTS**

- IDMS, Developer Tool Kit (for IDMS) and DBA Tool Kit
- DBMS
- GENX

#### **Graphics**

- GDDM
- OGL/370

#### **Job Scheduling/RERUN/RESTART**

- Control-M, Control-R

#### **OPERATING SYSTEM, SUBSYSTEMS, AND MONITORS**

- MVS/ESA, JES2
- OMEGAVIEW, OMEGAMON II for MVS
- CMF
- TSO/E, ISPF and SDSF

#### **PRINT SERVICES**

- Document Composition Facility
- PSF/MVS
- VPS/VMCF



## **Problem & Change**

- Info/Management, Info/System

## **PROGRAMMING LANGUAGES, COMPILERS, AND USAGE TOOLS**

- Assembler
- Basic/VS
- COBOL, COBOL & CICS Command Level Conversion Aid (CCCA), COBOL II COMP/LIB/DEBUG, COBOL OS/VS/COMPILER, COBOL Report Writer Precompiler, and COBOL for MVS
- VS FORTRAN, Fortran VS Compiler & Library
- PL/1
- Strobe
- Optimizer II
- Panvalet, Panvalet/ISPF
- Visual Gen
- LE for MVS

## **REFERENCE INFORMATION**

- MVS/QuickRef
- CA-Docview

## **Report Distribution**

- INFOPAC-RDS

## **Security**

- ACF2

## **SESSION MANAGERS**

- CL/SUPERSESSION, CL/Conference

## **TAPE MANAGEMENT**

- CA-1

## **TELECOMMUNICATIONS SOFTWARE, ACCESS METHODS, TOOLS, AND**

## **Monitoring Aids**

- VTAM
- Netspy
- Netview
- TCP/IP
- CICS/ESA
- CICS/MVS, CICS File Transfer, CICS-CEMT, CICS-Juggler, CICS-Message, CICS-News, OMEGAMON II for CICS, XPEDITER, AbendAid/FX, Assist/GT, BMS/GT, and DISOSS
- DECDTF
- HCF

## **Utilities**

- DYL-260/DYL-Sort
- SYNCSORT
- PC File Transfer
- SAS
- CA-EARL
- COMPAREX
- LISTCAT Plus
- MXG
- TempusLink

# ENTERPRISE IT Advisory & MANAGEMENT Groups

Several groups have been formed to guide and share technical information concerning Information Technology at the State. The *ISD News & Views* Calendar of Events contains the locations, dates, and times when these groups meet.

**Division**  
Information  
Services  
Division  
**Phone**  
444-2700

## *Information Technology Advisory Council (ITAC)*

**Focus:** ITAC reviews statewide information and data processing policies, makes recommendations regarding the application of new information processing technology in State government, and advises the Department of Administration on long-term strategic planning for the use of information processing technology in State government. ITAC meets the second Tuesday every other month, 8:30–noon.

Task forces created by ITAC include: Access and Privacy, Coordination, GIS, and Internet.

**Membership:** Agency directors; deputy directors; representatives from the executive, legislative, and judicial branches; representatives from the University System; and representatives from city/county governments.

## *Information Technology Managers Group (ITMG)*

**Focus:** ITMG reviews and makes recommendations on Enterprise Information Technology standards and issues. It reviews and provides feedback regarding information management policies proposed by ISD, and participates in the statewide Information Technology planning efforts. ITMG meets the first Wednesday of each month, 8:30–11:00.

Subcommittees created by ITMG include: Enterprise Imaging, Enterprise Software, and Operating System/E-mail.

**Membership:** Agency Information Technology managers or system coordinators; representatives from the executive, legislative, and judicial branches; representatives from city/county governments; and representatives from the University System.

## ***SummitNet Executive Council (SEC)***

**Focus:** The SummitNet Executive Council (SEC) was created in July 1995 by Executive Order of the Governor to provide policy-level direction for SummitNet, the State and University Data Network. The group addresses financial planning, strategic planning, cost recovery, appropriate use, and other issues. SEC meets the third Tuesday of each month, 9:30–11:30.

**Membership:** Appointed by the Governor: The Director of the Department of Administration; one representative from the University System; one representative from the Office of Public Instruction; one representative from local government; and three representatives from the Information Technology Advisory Council.

## ***Other Committees and Task Forces***

### **9-1-1 Advisory Council**

**INTERNET SERVICE PROVIDERS GROUP (ISPG)**

**MONTANA ORACLE POWERBuilder USERS GROUP (MOPUG)**

**NETWARE MANAGERS GROUP (NMG)**

**PUBLIC SAFETY COMMUNICATIONS TASK FORCE**









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**Department of Administration**  
**Information Services Division**  
**Mitchell Building, Room 229**  
**PO Box 200113**  
**Helena, MT 59620-0113**  
**406/444-2700**

### **Is Your Address Correct?**

**If not, please contact us so we may better serve you!**

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